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005

OPERATION MANUAL

WELLS COUNTERTOP HW-Series COOK 'N HOLD WARMERS with THERMOSTAT CONTROL



Model HW-SMP

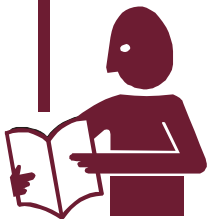


Model HW-10

**Includes
INSTALLATION
USE & CARE**

IMPORTANT: DO NOT DISCARD THIS MANUAL

This manual is considered to be part of the appliance and is to be given to the OWNER or MANAGER of the restaurant, or to the person responsible for TRAINING OPERATORS of this appliance. Additional manuals are available from your WELLS DEALER.



THIS MANUAL MUST BE READ AND UNDERSTOOD BY ALL PERSONS USING OR INSTALLING THIS APPLIANCE. Contact your WELLS DEALER if you have any questions concerning installation, operation or maintenance of this equipment.

LIMITED WARRANTY STATEMENT

Unless otherwise specified, all commercial cooking equipment manufactured by WELLS MFG. CO. is warranted against defects in materials and workmanship for a period of one year from the date of original installation or 18 months from the date of shipment from our factory, whichever comes first, and is for the benefit of the original purchaser only.

THIS WARRANTY IS THE COMPLETE AND ONLY WARRANTY, EXPRESSED OR IMPLIED IN LAW OR IN FACT, INCLUDING BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE, AND/OR FOR DIRECT, INDIRECT OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH WELLS MFG. CO. PRODUCTS. This warranty is void if it is determined that, upon inspection by an authorized service agency, the equipment has been modified, misused, misapplied, improperly installed, or damaged in transit or by fire, flood or act of God. It also does not apply if the serial nameplate has been removed, or if service is performed by unau-

thorized personnel. The prices charged by Wells Mfg. Co. for its products are based upon the limitations in this warranty. Seller's obligation under this warranty is limited to the repair of defects without charge by a Wells Mfg. Co. factory authorized service agency or one of its sub-service agencies. This service will be provided on customer's premises for non-portable models. Portable models (a device with a cord and plug) must be taken or shipped to the closest authorized service agency, transportation charges prepaid, for service. In addition to restrictions contained in this warranty, specific limitations are shown in the Service Policy and Procedure Guide. Wells Mfg. Co. authorized service agencies are located in principal cities. This warranty is valid in the United States and Canada and void elsewhere. Please consult your classified telephone directory, your foodservice equipment dealer or write the Factory Service Department, Wells Manufacturing Company, P.O. Box 280, Verdi, Nevada 89439, phone (775) 345-0444 or (888) 492-2782, for information and other details concerning warranty.

SERVICE POLICY AND PROCEDURE GUIDE ADDITIONAL WARRANTY EXCLUSIONS

1. Resetting of safety thermostats, circuit breakers, over load protectors, and/or fuse replacements are **not** covered by this warranty unless warranted conditions are the cause.
2. All problems due to operation at **voltages or phase other than specified on equipment nameplates** are **not** covered by this warranty. Conversion to correct voltage and/or phase must be the customer's responsibility.
3. All problems due to **electrical connections not made in accordance with electrical code requirements and wiring diagrams** supplied with the equipment are **not** covered by this warranty.
4. Replacement of items **subject to normal wear**, to include such items as knobs, light bulbs; and, normal maintenance functions including adjustments of thermostats, adjustment of micro switches and replacement of fuses and indicating lights are **not** covered by warranty.
5. Damage to electrical cords and/or plug due to exposure to excessive heat are **not** covered by this warranty.
6. Full use, care, and maintenance instructions supplied with each machine. Noted maintenance and preventative maintenance items, such as servicing and cleaning schedules, are customer responsibility. Those miscellaneous adjustments noted are customer responsibility. Proper attention to preventative maintenance and scheduled maintenance procedures will prolong the life of the appliance.
7. Travel mileage is limited to **sixty (60) miles** from an Authorized Service Agency or one of its sub-service agencies.
8. All labor shall be performed during regular working hours. Overtime premium will be charged to the buyer.
9. All genuine Wells replacement parts are warranted for ninety (90) days from date of purchase on non-warranty equipment. This parts warranty is limited only to replacement of the defective part(s). **Any use of non-genuine Wells parts completely voids any warranty.**
10. Installation, labor, and job check-outs are **not** considered warranty and are thus **not** covered by this warranty.
11. Charges incurred by delays, waiting time or operating restrictions that hinder the service technician's ability to perform service are **not** covered by warranty. This includes institutional and correctional facilities.

SHIPPING DAMAGE CLAIM PROCEDURE

NOTE: For your protection, please note that equipment in this shipment was carefully inspected and packaged by skilled personnel before leaving the factory. Upon acceptance of this shipment, the transportation company assumes full responsibility for its safe delivery.

IF SHIPMENT ARRIVES DAMAGED:

1. **VISIBLE LOSS OR DAMAGE:** Be certain that any visible loss or damage is noted on the freight bill or express receipt, and that the note of loss or damage is signed by the delivery person.
2. **FILE CLAIM FOR DAMAGE IMMEDIATELY:** Regardless of the extent of the damage.

3. **CONCEALED LOSS OR DAMAGE:** if damage is unnoticed until the merchandise is unpacked, notify the transportation company or carrier immediately, and file "CONCEALED DAMAGE" claim with them. This should be done within fifteen (15) days from the date the delivery was made to you. Be sure to retain the container for inspection.

Wells Manufacturing cannot assume liability for damage or loss incurred in transit. We will, however, at your request, supply you with the necessary documents to support your claim.

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INTRODUCTION

Thank You for purchasing this Wells Manufacturing Co. appliance.

Proper installation, professional operation and consistent maintenance of this appliance will ensure that it gives you the very best performance and a long, economical service life.

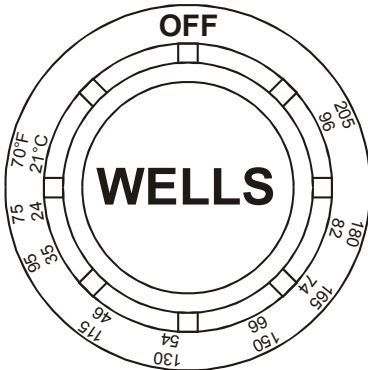
This manual contains the information needed to properly install this appliance, and to use and care for the appliance in a manner which will ensure its optimum performance.

SPECIFICATIONS

MODEL	DESCRIPTION	VOLTS	WATTS	PHASE	POWER PLUG
HW-10	11 QT ROUND	120	1650	1	4' NEMA 5-15P
HW-10	11 QT ROUND	208/240	1240/1650	1	4' NEMA 6-15P
HW/SMP	12" x 20" RECTANGULAR	120	1800	1	4' NEMA 5-15P
HW/SMP	12" x 20" RECTANGULAR	208/240	1350/1800	1	4' NEMA 6-15P

FEATURES & OPERATING CONTROLS

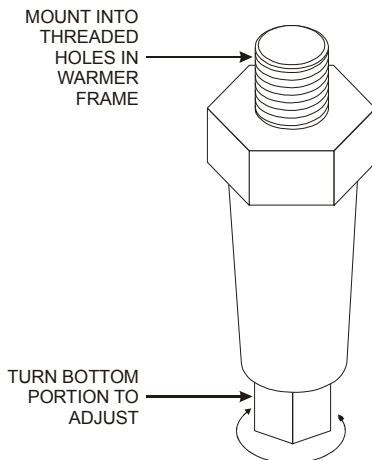
KNOB FOR THERMOSTATICALLY CONTROLLED UNITS



A. THERMOSTAT

1. On THERMOSTATICALLY CONTROLLED warmers, power is applied to the heating element according to the control knob position and the actual temperature at the temperature sensing thermobulb.
2. The desired temperature is controlled by rotating the TEMPERATURE CONTROL KNOB. The knob has a numeric scale, where higher numbers correspond to higher temperature.
3. On warmers equipped with an INDICATOR LIGHT, the light will glow when the thermostat is calling for heat (i.e. the element is energized).
4. The TEMPERATURE CONTROL KNOB will rotate approximately 300°, and will reach a “stop” at both ends. The OFF position is marked.

NOTE: The dial position is an indication of the temperature setting. Actual temperature will vary depending upon the type of product and food consistency.



B. ADJUSTABLE LEGS

1. Countertop warmers may be equipped with adjustable legs. These legs allow for:
 - a. leveling the warmer
 - b. ventilation around the warmer, and
 - c. cleaning under the warmer.
2. Adjustable legs are available as options. However, if adjustable legs are supplied with the warmer, the legs MUST be properly installed before the warmer is placed into operation.

PRECAUTIONS AND GENERAL INFORMATION

This appliance is intended for use in commercial establishments only.

This appliance is intended to heat cooked, refrigerated food for human consumption and to hold foods at serving temperature. No other use is recommended or authorized by the manufacturer or its agents.

Operators of this appliance must be familiar with the appliance use, limitations and associated restrictions. Operating instructions must be read and understood by all persons using or installing this appliance.

Cleanliness of this appliance is essential to good sanitation. Read and follow all included cleaning instructions and schedules to ensure the safety of the food product.

Disconnect this appliance from electrical power before performing any maintenance or servicing.

This appliance is not jet stream approved. Do not direct water jet or steam jet at this appliance, or at any control panel or wiring. Do not splash or pour water on, in or over any controls, control panel or wiring.

Exposed surfaces of this appliance can be hot to the touch and may cause burns.

The technical content of this manual, including any wiring diagrams, schematics, parts breakdown illustrations and/or adjustment procedures, is intended for use by qualified technical personnel.

Any procedure which requires the use of tools must be performed by a qualified technician.

This manual is considered to be a permanent part of the appliance. This manual and all supplied instructions, diagrams, schematics, parts breakdown illustrations, notices and labels must remain with the appliance if it is sold or moved to another location.

This appliance is made in the USA. Unless otherwise noted, this appliance has American sizes on all hardware.



WARNING:
Electric
Shock hazard

All servicing requiring access to non-insulated electrical components must be performed by a factory authorized technician. DO NOT open any access panel which requires the use of tools. Failure to follow this warning can result in severe electrical shock.



CAUTION:
Risk of
Damage

DO NOT connect or energize this appliance until all installation instructions are read and followed. Damage to the appliance will result if these instructions are not followed.



CAUTION:
Hot Surface

Exposed surfaces can be hot to the touch and may cause burns.

AGENCY LISTING INFORMATION

Refer to the *product nameplate* for the specific appliance for agency listings. In general:

This appliance conforms to NSF Standard 4 for sanitation only if installed in accordance with the supplied *Installation Instructions*.

UL Listed warmers are  Listed under UL File E6070.



STD 4



E6070

Listed

INSTALLATION

NOTE: DO NOT discard the carton or other packing materials until you have inspected the appliance for hidden damage and tested it for proper operation. Refer to *SHIPPING DAMAGE CLAIM PROCEDURE* on the inside front cover of this manual.



CAUTION FIRE HAZARD

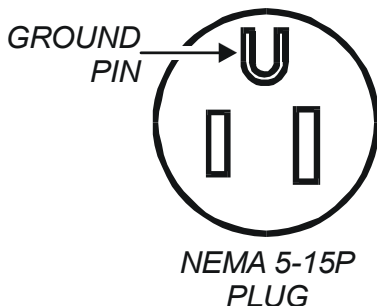
Avoid storing flammable or combustible materials in, on or near the appliance.



CAUTION ELECTRICAL SHOCK HAZARD

The ground prong of the electrical cord is part of a system designed to protect you from electrical shock. In the event of internal damage to the warmer. NEVER CUT OFF THE GROUND PRONG (large round prong). NEVER TWIST AND ELECTRICAL PRONG TO FIT AN EXISTING RECEPTACLE. Contact a licensed electrician to install an electrical circuit and/or receptacle appropriate to the voltage/ampere requirements of the appliance.

IMPORTANT: Damage due to being plugged into wrong voltage is NOT covered by warranty.



UNPACKING & INSPECTION

Carefully remove the appliance from the carton. Remove all protective plastic film, packing materials and accessories from the Appliance before connecting electrical power or otherwise performing any installation procedure.

Carefully read all instructions in this manual and the *Installation Instruction Sheet* packed with the appliance before starting any installation.

Read and understand all labels and diagrams attached to the appliance.

Carefully account for all components and accessories before discarding packing materials. Store all accessories in a convenient place for later use.

SET-UP NOTES

1. Setup the appliance only on a firm, level, non-combustible surface. Verify local codes for requirements. Concrete, tile, terrazzo or metal surfaces are recommended. Metal over combustible material may not meet code for non-combustible surfaces.
2. Install one adjustable leg at each corner of the fryer by screwing the leg into the fitting on the bottom. With a spirit level, check that the appliance is level front-to-back and side-to-side. Verify that the unit sits firmly ON ALL FOUR LEGS.
3. The lower portions of the legs are adjustable by turning; adjust as required to level the appliance. All four legs must be adjusted to firmly contact the counter in order to prevent tipping.
4. Avoid storing flammable or combustible materials in, on or near the appliance.

ELECTRICAL HOOK-UP

1. Refer to the nameplate. Verify the electrical service power. Voltage and phase must match the nameplate specifications. Plugging the warmer into the wrong voltage can severely damage the unit or cause noticeable decreased performance.
2. Your warmer is equipped with a grounded electrical cord. This cord must be plugging into a properly grounded electrical receptacle.

WET OPERATION ONLY

1. Carefully read the description of the warmer operation on the specification sheet.
2. The warmer is to be used for *WET* operation **ONLY**. Add approximately 1" of hot tap water before turning the warmer *ON*. Use of hot water will allow a faster preheat.
 - a. Check the water level frequently and add hot water as necessary to prevent the warmer from running dry.
 - b. Do not add water to the warmer if it has run dry.
 - c. If your warmer is allowed to run dry, turn it *OFF* and allow to cool to room temperature before adding water.
3. Damage caused by allowing a this warmer to run dry, is **NOT** covered by warranty. Damage caused by adding water to a dry warmer when hot is **NOT** covered by warranty.

PRE-HEATING THE WARMER

1. Place desired pan(s) or inset(s) with appropriate adapter top on warmer.
 - a. Insets are available as accessories in 2½ qt., 4qt., 7 qt., and 11 qt. sizes with lids and adapter tops.
 - b. For dry operation, a 6" deep pan or inset is recommended.
2. Turn temperature control to HI or highest temperature setting.
3. Allow warmer to preheat for approximately 10 minutes, then set the control for the desired temperature. Be sure to keep the warmer covered during preheat and operation.

OPERATION

1. Always use an inset. **DO NOT** place food directly into the warmer.
2. Check water level in warmer frequently during use. Running warmers dry will lower the temperature of the food in the insert pan, and may damage the warmer. **DO NOT** allow dry operation of warmer.
3. **DO NOT** use metal tools, steel wool, or caustic or abrasive cleanser to clean warmer pan.

**CAUTION:
Hot Surface**

Exposed surfaces can be hot to the touch and may cause burns.

**CAUTION:
Electrical Shock
Hazard**

DO NOT splash or pour water onto control panel or wiring.

Always use an inset.

DO NOT place food directly into the warmer.

Always pour hot water into the warmer before it is preheated. **DO NOT** pour water into a dry, heated warmer. This may damage the unit.

DO NOT put ice into a warmer pan. This will cause condensation on the inside of the warmer. Damage caused by condensation is **NOT** covered by warranty.

Stir thick food items frequently to keep food heated uniformly.

Keep insets covered to maintain food quality and temperature.

CLEANING INSTRUCTIONS



CAUTION: ELECTRIC SHOCK HAZARD

Do NOT splash or pour water into or over any control panel or wiring.



CAUTION: ELECTRIC SHOCK HAZARD

Disconnect warmer from electric power before cleaning



CAUTION: BURN HAZARD

Allow warmer to cool completely before cleaning.



CAUTION: ELECTRIC SHOCK HAZARD

DO NOT submerge warmer in water.

DAILY CLEANING INSTRUCTIONS

PREPARATIONS: Turn control knob(s) to OFF. Unplug the warmer. Allow warmer to cool before proceeding. Remove any insets, pans and/or adapter tops (if used). Remove water from well if used for wet operation.

FREQUENCY: Minimum - daily.

TOOLS: Mild Detergent
Solution: 10 Parts Warm Water to 4 Parts Vinegar
Plastic Scouring Pad
Clean Cloth or Sponge

1. Wipe entire unit down using a clean cloth or sponge and mild detergent.
2. Use a plastic scouring pad to remove any hardened food particles or mineral deposits, be sure to clean under exposed heating element.

IMPORTANT: DO NOT use steel wool for cleaning.

3. Rinse warmer thoroughly with a vinegar and water solution to neutralize all detergent cleanser residue.
4. Inspect warmer tank for damage. Damage to the outer body may allow grease and water to leak into insulation and heating element, causing a potential fire and/or electric shock hazard. Contact your Authorized Wells Service Agency to inspect warmer if water or grease contamination is suspected.

CLEANING INSTRUCTIONS (continued)

WEEKLY CLEANING INSTRUCTIONS

PREPARATIONS: Remove any insets, pans and/or adapter tops (if used). Drain or remove water from well if used for wet operation.

FREQUENCY: Weekly, or whenever lime or scale is seen accumulating on the sides of the warmer pans.

TOOLS: Wells Delime Cleaner (1 package per pan)
Plastic Scouring Pad
Clean Cloth or Sponge

1. Add water to pans until water is at normal operating level (1" - 1 1/2" deep) or covers accumulated scale.
2. Heat water to maximum temperature (190°F or higher).
3. Pour contents of one package into each warmer pan. Stir to dissolve cleaner. Turn heat control OFF. Cover pans.
4. Allow solution to soak at least one hour, or overnight for heavy scale buildup.
5. Drain hot water from pans. Scrub with a plastic scouring pad. Rinse thoroughly with hot water, then dry.
6. Refill pans with hot tap water and resume operation.
7. Heavy scale buildup may require additional treatments.



FIRST AID

EYES: In case of contact, immediately flush with warm water for 15 minutes and consult a physician

SKIN: Wash with soap and water

INHALATION: Relocate to fresh air.

INGESTION: If swallowed, drink plenty of water or milk and consult a physician

EMERGENCY PHONE (800) 255-3924

INGREDIENTS

Sulfamic acid, citric acid, aluminum sulfate. Non-toxic when used as directed.

TROUBLE SHOOTING SUGGESTIONS

SYMPTOM	POSSIBLE CAUSE	SUGGESTED REMEDY
No power to warmer	Circuit breaker off or tripped	Reset circuit breaker
	Unit not plugged in	Make sure unit is plugged in to power receptacle
Warmer will not heat	Temperature control not set	Set control to desired temperature
	Internal damage	Contact you Authorized Wells Service Agency for repairs
Warmer trips circuit breaker	Pan leaking or other internal damage	Contact your Authorized Wells Service Agency for repairs
Warmer slow to heat	Mineral deposits on pan acting as a insulator	Clean pan(s) with Wells Delime Cleaner
	Connected to wrong voltage	Verify supply voltage - must match voltage on warmer nameplate

There are no user-serviceable components in the appliance shroud. In all instances of damage or malfunction, contact your Authorized Wells Service Agency for repairs.

CARE OF STAINLESS STEEL

Stainless steel is a marvelous material: strong, lustrous and low maintenance. With a minimum of care, it will normally retain its beauty and durability for the life of the equipment. In some applications, however, special care is required in order to maintain stainless steel's special properties.

External components, such as cabinets and control panels, are finished with a grain pattern. This pleasing finish is best maintained by cleaning with a non-abrasive cleanser applied with a soft cloth. Rub only in the direction of the grain. In the absence of visible grain, rub only along the longest axis of the appliance.

Restore stainless steel's luster by applying a polish specifically made for stainless steel. Spray on, wipe off with a soft cloth, rubbing in the direction of the grain.

Never use metal implements, wire brushes, abrasive scratch pads or steel wool to clean stainless steel.

Warmer pans, insets and other vessels are subject to a harsher environment. Wells Manufacturing uses an very high quality stainless steel (#304DDQ) for our food warmer pans. Even the highest quality stainless steel, however, is mostly iron, and will rust, pit and corrode under the following conditions:

- **Poor Water Quality:** Hard water (water with a high content of dissolved minerals) will leave mineral deposits when allowed to dry. Calcium (lime) can buildup on heated surfaces, even under water. If left unattended, hard water spots and lime buildup can lead to rusting, corrosion and pitting.
- **Contact with Chlorides:** Chlorides (specific compounds of chlorine) are found in food, table salt and many cleansers. Chlorides can attack the surface of stainless steel, resulting in corrosion and pitting.

Keep your stainless steel warmers clean and free from calcium buildup.
Use alkaline, alkaline chlorinated or non-chloride cleanser.
Use citric acid-based cleaners to remove calcium deposits.

For additional information, please read the NAFEM Stainless Steel Equipment and Cleaning Guide. Contact NAFEM at :

North American Association of Food Equipment Manufacturers
401 N. Michigan Avenue
Chicago, Illinois 60611-4267
(312) 644-6610

PARTS & SERVICE

Always use an inset.

DO NOT place food directly into the warmer pan.

DESCRIPTION

PART NO.

INSETS

2½ QT. ROUND INSET w/ lid	20773
4 QT. ROUND INSET w/ lid	20774
7 QT. ROUND INSET w/ lid	20587
11 QT. ROUND INSET w/ lid	20908
11 QT. ROUND INSET w/ hinged lid	21057

ADAPTER TOPS FOR HW-10

ONE 7 QT. INSET ADAPTER TOP	20175
ONE 4 QT. INSET ADAPTER TOP	20822

ADAPTER TOPS FOR HW/SMP

TWO 7 QT. INSET ADAPTER TOP	20176
TWO 4 QT. AND TWO 2½ QT. INSET ADAPTER TOP	20434
THREE 4 QT. INSET ADAPTER TOP	21615
ONE 7 QT. AND ONE 4 QT. INSET ADAPTER TOP	21617
ONE 7 QT. AND ONE 11 QT. INSET ADAPTER TOP	21621
FOUR 2½ QT. INSET ADAPTER TOP	21624

CUSTOMER SERVICE DATA

ACCESSORIES

6 oz. SOUP LADLE 21764

LEGS

LEGS, 1/2" Plastic Adjustable, set of 4 50676

LEGS, 1" Plastic Adjustable, set of 4 21109

LEGS, 2" Plastic Adjustable, set of 4 20605

LEGS, 4" Plastic Adjustable, set of 4 20314

LEGS, 4" Nickel Plated Alloy, Adjustable, set of 4 20563

CLEANERS

DELIME CLEANER (Case of 24 7 oz. packets) 22838

IMPORTANT: Use only factory authorized service parts and replacement filters.

For factory authorized service, or to order factory authorized replacement parts, contact your Wells authorized service agency, or call:

Wells Manufacturing Co.

2 Erik Circle

P. O. Box 280

Verdi, NV 89439

phone: (775) 345-0444

fax: (888) 492-2783

(Service Parts Dept.)

Service Parts Department can supply you with the name and telephone number of the WELLS AUTHORIZED SERVICE AGENCY nearest you.

CUSTOMER SERVICE DATA

please have this information available if calling for service

RESTAURANT _____ LOCATION _____

INSTALLATION DATE _____ TECHNICIAN _____

SERVICE COMPANY _____

ADDRESS _____ STATE _____ ZIP _____

TELEPHONE NUMBER (____) _____ - _____

EQUIPMENT MODEL NO. _____

EQUIPMENT SERIAL NO. _____

VOLTAGE: (check one) 120 208 240



Wells Manufacturing proudly supports CFESA
Commercial Food Equipment Service Association

SERVICE TRAINING - QUALITY SERVICE



CUSTOMER SATISFACTION



WELLS

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